GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2277
ANSWERED ON:03.12.2007
SAFETY AND SECURITY OF I.T. EMPLOYEES
Bellarmin Shri A.V.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government proposes to enact suitable legislation to ensure the service conditions and working hours for the employees working in Information Technology (I.T.) sector at par with their counter parts in other Government and Public Sectors;

(b) if so, whether the Government proposes to consider to bring in suitable legislation ensuring the safety and security of women employees in I.T. sector;

(c) If so, whether the Government proposes to pass necessary statutory orders to the I.T. firms, not to employ the women employees after 6 p.m.; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY(DR. SHAKEEL AHMAD)

(a) to (d): As per the Ministry of Labour and Employment, IT and ITES (IT Enabled Services) are covered under existing labour laws. With regards to the Information Technology sector, the State Government are the `Appropriate Governments` under most of the labour laws and are legally vested with the powers to deal with the violation of the labour laws including the welfare measures for the employee in IT sector. The working conditions in the business process outsourcing (BPO) companies are largely regulated by the provisions of the Shops and Establishment Act enacted and implemented by the State Governments and the working hours of the BPO employees are governed by the same. However, the employees in IT sector do not come under the purview of the Factories Act, 1948.

On the issues of protection to the women employees of BPOs/call centers, the National Commission for Women had a meeting with the representatives of the BPO companies /call centers and concerned police authorities in Delhi/ Gurgaon/ Noida on 17.01.2006. Based on discussions the commission-formulated guidelines ensuring safety of women employees in BPO companies/call centers. The guidelines have been sent to all BPOs companies in Delhi, Hyderabad, Bangalore, Pune, Mumbai, and Chennai.